



CALIFORNIA PUBLIC UTILITIES COMMISSION CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

DEPARTMENT:	CALIFORNIA PUBLIC UTILITIES COMMISSION	RELEASE DATE:	Thursday, July 30, 2009
POSITION TITLE:	CEA III - Director, Consumer Service and Information Division (CSID)	FINAL FILING DATE:	Friday, August 14, 2009
CEA LEVEL:	CEA 3	EXTENDED FINAL FILING DATE:	
SALARY RANGE:	\$ 8,594.00 - \$ 9,476.00 / Month	BULLETIN ID:	07032009_1

POSITION DESCRIPTION

The Director, Consumer Service and Information Division, reports to the Executive Director of the Commission and is responsible for planning, organizing, and managing the functions of the Division. CSID acts as the liaison between the community and the CPUC. Its primary role is to respond to individual ratepayer needs and inquiries. The Consumer Affairs Branch (CAB) assists consumers with questions and informal complaints regarding utility billing and services. CSID also works with the public through its Public Advisor's Office (PAO) which provides procedural information and advice to individuals and groups who desire to testify before or present information to the CPUC in any hearing or proceeding; advises the CPUC on procedural matters relating to public participation; and publicizes the CPUC's programs for encouraging and supporting participation in such proceedings. In addition, the PAO designs, implements and manages complex, multi-language education programs, and also manages the Bilingual Services Program, which implements and ensures the CPUC compliance with the Dymally-Alatorre Act. CSID staff keeps the Commission informed of issues being raised by consumers, as well as barriers that prevent effective public participation. The Director will have frequent direct contact with officials at the highest levels of government, including Legislators, the Governor's staff, agency directors, and with leaders in industry, the news media, and nonprofit organizations. The Director directs the work of a staff of approximately 90, including professional and support staff.

MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

Or IV

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

KNOWLEDGE AND ABILITIES

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

CEA Level 1. Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

CEA Levels 2 and 3. Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

CEA Levels 4 and 5. Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

DESIRABLE QUALIFICATION(S)

- *Ability to build trustworthy relationships with utilities, community groups and other external stakeholders.
- *Demonstrated commitment to ensuring equal access to services and employment, including active participation in diversity and inclusion activities.
- *Ability to take action in a situation where complete information is unavailable or the consequences of actions are difficult to obtain.
- *Ability to project an image of self-assurance and certainty about actions and decisions.
- *Ability to interact with CPUC peers in a cooperative and positive fashion.
- *Ability to "make your point" with few words or with limited time.
- *Ability to gain consensus when differing opinions prevail.
- *Ability to identify opportunities for improvement and take action to address them.
- *Ability to negotiate for needed resources in a persuasive and ethical manner.

EXAMINATION INFORMATION

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **CEA III - Director, Consumer Service and Information Division (CSID)**, with the **CALIFORNIA PUBLIC UTILITIES COMMISSION**. Applications will be retained for twelve months.

The results of this examination will be used only to fill this position.

The examination process will consist of a Statement of Qualifications (SOQ) weighted 100%. In order to obtain a position on the eligibility list, a candidate must attain a minimum rating of 70%. Candidates will be notified in writing of their examination results. The eligibility list resulting from this examination will be used only to fill this position. Results from this examination will not be used to fill any other CEA positions or future vacancies for this position.

FILING INSTRUCTIONS

Interested applicants must apply online at: <http://www.cpuc.ca.gov/PUC/jobs/>. Applicants must also submit a "Statement of Qualifications" not to exceed three (3) pages. The SOQ shall be in Times New Roman, 12 pt. font and in narrative format. Beyond the font type and size stated, the format and

organization of the information presented in the SOQ is at the discretion of the candidate. The content of the SOQ should demonstrate the candidate's ability to serve as Director for the Consumer Service and Information Division and provide the reviewers with detailed experience and knowledge including specific examples for each of the bullets under "Desirable Qualifications." If an applicant's SOQ exceeds the three-page limit, only the first three pages will be evaluated. Applicants who do not submit a completed Statement of Qualifications with their application packet will not be given further consideration. Please note that all information submitted in an SOQ is subject to verification.

Interested applicants must submit:

- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and not to exceed three (3) pages.

Applications must be submitted by the final filing date to:

CALIFORNIA PUBLIC UTILITIES COMMISSION, HUMAN RESOURCES
-, ONLINE APPLICATION, - WEBSITE
- - | (800) 555-7809 | onlineapp@cpuc.ca.gov

ADDITIONAL INFORMATION

Questions concerning this position should be directed to Ken Henderson, Interim Director, Human Resources at 415-703-5885 or e-mail at KKH@cpuc.ca.gov.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

GENERAL INFORMATION

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The CALIFORNIA PUBLIC UTILITIES COMMISSION reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

Class specs: <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>